





# Online and phone psychological support from Mersey Care



Mersey Care  
NHS Foundation Trust

Community and Mental Health Services

	Who can access?	When and how is it accessed?	What is provided?
 <p><b>Urgent mental health support</b> 0151 330 7332</p>	<p>Anyone 18+ self-referral or any professional</p>	<p>24/7 by phone</p>	<ul style="list-style-type: none"> <li>• 24/7 access to mental health support (including people in crisis)</li> <li>• 24/7 contact line for emergency services that will divert mental health activity away from A&amp;E</li> <li>• 24/7 contact line for primary care for urgent/emergency referrals for mental health assessments.</li> </ul>
 <p><b>Talk Liverpool</b> 0151 228 2300 talkliverpool.nhs.uk</p>	<p>Anyone 16+ self-referral or GP</p>	<p>9.00am to 5.00pm by phone on 0151 228 2300 or 8.00am to 8.00pm on 0151 473 0303 and ask for the psychological support line. 24/7 online via talkliverpool.nhs.uk</p>	<p><b>Treatment for people with the following common mental health problems:</b></p> <p>Depression, generalised anxiety disorder, social anxiety disorder, panic disorder, agoraphobia, obsessive-compulsive disorder (OCD), specific phobias (such as heights or small animals), PTSD, health anxiety (hypochondriasis), body dysmorphic disorder, mixed depression and anxiety (the term for sub-syndromal depression and anxiety, rather than both depression and anxiety).</p>
 <p><b>The LIFE ROOMS</b> 0151 478 6556 liferooms.org</p>	<p>Anyone 18+ self referral or any professional</p>	<p>9.00am to 5.00pm by phone Monday to Friday 24/7 online learning/activity resources</p>	<ul style="list-style-type: none"> <li>• Online staying well at home learning courses</li> <li>• Pathway advisors who can support and advise with debt management, employment, housing issues, benefits and more</li> <li>• Social inclusion advice for isolated community groups.</li> </ul>
 <p><b>NHS Mersey Care</b> NHS Foundation Trust <b>Staff support</b> 0151 330 8103</p>	<p>Mersey Care staff only self-referral</p>	<p>9.00am to 8.00pm phone counselling Monday to Friday 24/7 phone support</p>	<ul style="list-style-type: none"> <li>• Session model of face to face counselling</li> <li>• Brief intervention signposting and support</li> <li>• Access to 24/7 phone counselling for staff in distress (not crisis support).</li> </ul>